



11 October 2022



Thank you for your email of 12 September 2022 to the Ministry of Education requesting the following information:

*I am requesting a breakdown of all formal complaints made to the Ministry of Education about early childhood centres and schools in the Wellington region over the past two years.*

*Please include the school name and school type (e.g. primary; secondary); basic categorisation of the complaint, who made the complaint (e.g. parent of student; teacher); length of time the complaint was investigated in days; and what happened as a result of the complaint/investigation. If any other government agency(s) was involved, please also note this in your response.*

Your request has been considered under the Official Information Act 1982 (the Act).

The following tables provide a breakdown of early childhood education and school complaints in the Wellington region from 2020 to 27 September 2022, by complaint type and school type. A complaint may be made that relates to one or more complaint type but will only be counted once in the total number of complaints received.

### **School Complaints**

#### **Complaints by school type**

	<b>2020</b>	<b>2021</b>	<b>2022</b>
Composite	6	0	2
Primary	32	15	6
Secondary	12	6	3
Special	0	1	0
Other	0	0	1
Unknown	3	1	3
<b>Grand Total</b>	<b>53</b>	<b>23</b>	<b>15</b>

### By complaint type (Nature of Contact)

	2020	2021	2022
Achievement	1	1	1
Attendance	2	2	0
Bullying	9	6	7
COVID-19	2	0	1
Donations	4	0	0
Enrolments	3	2	1
Finance	1	0	0
Governance (BoT)	5	2	0
Health and Safety	7	3	1
Leading and Managing (Principal)	16	6	4
Other	11	2	3
Property	1	1	0
Stand-downs/Suspensions	0	1	1
Teacher Supply / Staffing	0	1	0

### ECE Complaints

#### Complaints by year made

	2020	2021	2022
Early Childhood Centres	34	34	14

### By complaint type (Nature of Contact)

	2020	2021	2022
Abuse or Neglect	3	10	4
Accidents	5	6	2
Behaviour Management	8	14	6
Child Leaving Premises	0	0	1
Complaints Procedure	10	15	1
Curriculum	14	7	4
Employment Practices	5	3	0
Enrolments	2	5	2
Exclusions	1	0	0
Excursions	1	0	0
Fees	1	2	0
Governance, Management & Administration	0	0	1
Health & Safety	0	0	1
Health and Safety	17	24	8
Hygiene	3	2	1
Learning Support	2	3	1
Management and Administration	13	15	1
Notification of Incident	4	1	0
Operating outside of licence	8	1	0
Premises and Facilities	2	1	2

Privacy	1	4	1
Ratios	7	5	6
Supervision	16	8	8
Teacher Suitability	8	10	1
Teacher-Child Ratios	0	0	1

Caveats on data:

- 1) Data is extracted on 27/09/2022.
- 2) Data is live and subject to change.

The Early Childhood Education Complaints and Incident Reports are published on the Ministry's website annually here <https://www.education.govt.nz/our-work/information-releases/issue-specific-releases/>. These reports provide context on the nature of the complaints we receive. Due to delays caused by COVID-19, the 2020 report was published in April 2022.

Te Mahau does not record who makes complaints (parent, teacher etc), or the length of time the complaint was investigated, so we are refusing this part of the request under section 18(e) as the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

The result of the complaint is recorded in a way that to compile this information would require going into each individual record to extract the information. We are refusing this part of the request under section 18(f) that the information requested cannot be made available without substantial collation or research.

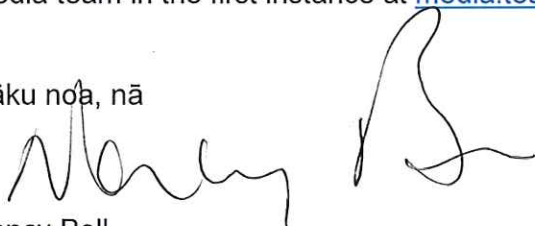
We are withholding the names of the centre or school for each complaint under section 9(2)(ba)(i) to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied.

Please note, the Ministry now proactively publishes official information responses on our website. As such, we may publish this response on our website after five working days. Your name and contact details will be removed.

You have the right to ask an Ombudsman to review my decision on your request, in accordance with section 28 of the Act. You can do this by writing to Office of the Ombudsman, PO Box 10152, Wellington 6143 or to [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz).

Thank you again for your email. If you have further questions, please feel free to contact our media team in the first instance at [media.team@education.govt.nz](mailto:media.team@education.govt.nz).

Nāku noā, nā



Nancy Bell  
**Hautū | Deputy Secretary**  
**Te Mahau | Te Tai Runga (South)**